

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
HEALTH AND RECOVERY SERVICES ADMINISTRATION  
Olympia, Washington**

**To:** Pharmacists  
All Prescribers  
Nursing Home Administrators  
Managed Care Organizations

**Memorandum No: 07-25**

**Issued:** June 7, 2007

**From:** Douglas Porter, Assistant Secretary  
Health and Recovery Services  
Administration (HRSA)

**For information, contact Provider**

**Relations at:** 800.562.3022, option 2 or

<http://maa.dshs.wa.gov/contact/prucontact.asp>

or visit the pharmacy web site at:

<http://maa.dshs.wa.gov/pharmacy>

**Subject: Prescription Drug Program: Changes to the ACS and TCS programs,  
Washington Preferred Drug List (PDL), and Prior Authorization Contact  
Numbers and Hours of Operation**

**Effective July 1, 2007**, the Health and Recovery Services Administration (HRSA) is making the following changes to the Prescription Drug Program:

- Authorization requests for prescription drugs on the Washington Preferred Drug List (PDL) will require the dispensing pharmacist to contact HRSA by:
  - ✓ Calling the DSHS Pharmacy Authorization Line at 800.848.2842, option #1; or
  - ✓ Faxing the request to 360.725.2020. The hours of operation will be Monday through Friday from 8:00 am to 5:00 pm.
- HRSA will no longer require prescribers to obtain authorization for clients to receive more than four brand name drugs in a calendar month.
- HRSA will no longer offer Therapeutic Consultation Services (TCS).

## **What has changed?**

### **Effective July 1, 2007:**

- **Affiliated Computer Services (ACS)** will no longer handle calls or faxes for drugs on the Washington PDL. The ACS telephone number and fax number will no longer be active. ACS's hours were Monday-Friday 8:00 am-6:00 pm and Saturday 8:00 am-1:00 pm.
- **Therapeutic Consultation Services (TCS)** will no longer be offered as a resource to pharmacies and prescribers.
  - ✓ Clinical consultation regarding HRSA client prescription regimens will no longer be available.
  - ✓ HRSA will no longer require prescribers to obtain authorization for clients to receive more than four brand name drugs in a calendar month.

### **Who do I call or fax for authorization?**

- **DSHS** will now handle requests for authorization for prescription drugs on the Washington PDL. The DSHS Pharmacy Authorization Line will extend their hours. The hours will be Monday-Friday from 8:00 am-5:00 pm.
- **Pharmacies requesting authorization for a nonpreferred drug** must fax a completed Request for Authorization for a Nonpreferred Drug [DSHS # 13-731] to 360.725.2020. You may access this form via the DSHS forms web site at:  
<http://www1.dshs.wa.gov/msa/forms/eforms.html>.

### **Who do prescribers or clients call if they have questions?**

Call the Medical Assistance Customer Service Center (MACSC) at 800.562.3022 (option 1 for clients, option 2 for prescribers).

### **Billing Instructions Replacement Pages**

Attached are replacement pages i-ii, F.1-F.2 (replaces F.1-F.4) and M.1-M.2 for HRSA's current *Prescription Drug Program Billing Instructions*.

## How can I get HRSA's provider documents?

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.

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# Therapeutic Consultation Service (TCS)

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**Effective for dates of service on and after July 1, 2007**, HRSA will no longer offer Therapeutic Consultation Services (TCS) as a resource to pharmacies and prescribers.

- Clinical consultation regarding HRSA clients' prescription regimen will no longer be available.
- HRSA will no longer require prescribers to obtain authorization for clients to receive more than four brand name drugs in a calendar month.

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# Therapeutic Interchange Program

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(Senate Bill 6088; Chapter 29, Laws of 2003)

## What is the Therapeutic Interchange Program?

In June 2003, the Governor signed Senate Bill 6088 into law. The new law requires pharmacists to practice therapeutic interchange when filling prescriptions for state health care programs.

The Therapeutic Interchange Program (TIP) is a process developed by HRSA, the Health Care Authority (HCA), and Labor and Industries (L&I), to allow physicians and other prescribers to endorse the Washington Preferred Drug List (PDL). TIP is intended to streamline administrative procedures and make prescription drugs more affordable to Washington residents and state health care programs.

TIP applies only to drugs on the Washington PDL prescribed by an endorsing practitioner, and not to other drugs requiring prior authorization.

## What is an endorsing practitioner?

An *endorsing practitioner* is a provider who has reviewed the Washington PDL and signed up as an endorsing provider (see [www.rx.wa.gov](http://www.rx.wa.gov)) and agrees to allow therapeutic interchange of a preferred drug for any nonpreferred drug in a given therapeutic class.

## What does this change mean to pharmacies?

**Effective May 5, 2004**, when an endorsing practitioner issues a prescription to a Medical Assistance client for a nonpreferred drug on the Washington PDL, the filling pharmacist must dispense the preferred drug in that therapeutic class in place of the nonpreferred drug. When this therapeutic interchange is made, the pharmacist must notify the endorsing practitioner of the specific drug and dose dispensed.

## When substitutions are not required?

In some instances, the endorsing practitioner may determine that the nonpreferred drug is medically necessary and instruct the dispensing pharmacist to dispense the nonpreferred drug as written (DAW). When an endorsing practitioner indicates "**DAW**" on a prescription for a nonpreferred drug, HRSA will not require prior authorization, and the dispensing pharmacist will dispense the nonpreferred drug as prescribed.

Pharmacists are not required to substitute a preferred drug for a nonpreferred drug if the prescription is for a refill or continuation of a drug in any of the following drug classes (**note:** these drug classes are not currently on the Washington PDL):

- Antipsychotic;
- Antidepressant;
- Chemotherapy;
- Antiretroviral; or
- Immunosuppressive.

For refills in the drug classes specified above, the pharmacist must dispense the prescribed nonpreferred drug when written by an endorsing practitioner.

## What if a non-endorsing practitioner issues a prescription for a nonpreferred drug?

When a non-endorsing practitioner issues a prescription for a nonpreferred drug, HRSA requires authorization. The dispensing pharmacist must contact HRSA by:

- Calling the DSHS Pharmacy Authorization Line at 800.848.2842, option #1; or
- Faxing a completed Request for Authorization for a Nonpreferred Drug [DSHS # 13-731] to 360.725.2020. You may access this form via the DSHS forms web site at: <http://www1.dshs.wa.gov/msa/forms/eforms.html>.

For more information and access to the complete Washington PDL, go to HCA's website [www.rx.wa.gov](http://www.rx.wa.gov).

## How does the Pharmacy bill for an endorsing practitioner?

- **Hard copy billers** must enter "**DAW**" in the *Justification/Comments* field on the Pharmacy Statement [DSHS 13-714].
- **Point-of-Sale billers** must enter "**1**" in the *Dispense as Written (DAW)/Product Selection Code* field.